

Dear FCC,Regarding the Speed of Answer Requirement for Video Relay Services(VRS) .

When I use traditional relay services(TRS), I don't normally have problems getting a relay agent on the line within the first five or six rings. When I used a particular VRS provider on several occasions I had to wait for 30 minutes or longer to get connected to the relay agent. I was not happy with this because it was fair to make consumers wait in the queue for ordinary everyday relay calls. The VRS is supposed to provide equitable services comparable to whatever services the hearing persons are provided with. I think it is unjustifiable to make us wait 30 minutes or longer to call a family member, a doctor or any other person we chose to speak with. Many times we have to make arrangements to converse with someone at a specific time and if the services is not reliable, it puts everyone behind schedule. BRS is not to be put in the same category as someone calling a computer manufacturer asking for troubleshooting assistance. That kind of call would be an occasional useage. Relay services, traditional AND video, are meant to be considered as everyday useage and occuring many times in the same day as needed. Speed is critical to making it equitable. Thank you for considering this and I hope that this issue is addressed quickly for the sake of ALL consumers who use VRS.